

# Sunnyville Cottage

## TERMS & CONDITIONS:

**Before requesting a booking, please check your preferred dates are available. On receipt of your enquiry, we will contact you by email to confirm the cottage's availability and to arrange for the deposit payment to be made. Once we have received same, the booking will be secured and a confirmation issued to you. Please ensure you read the Coronavirus Statement on Page Two.**

**Rental Period:** The cottage is generally rented from Saturday to Saturday. However during quieter periods, or where a booking has been cancelled at late notice, shorter rentals or rentals with a different arrival day will be considered at our discretion. Short rentals of 1-3 nights (not normally available March – October) are charged at the applicable weekly rental, discounted by 20%. Booking deposits for short rentals remain at 15% of the weekly rental applicable at the time of your stay.

**Arrival:** Due to the nature of the transportation links to the island, and to allow preparation time for arriving guests, the cottage will be available for occupation **after** 2.00pm on the day of arrival.

**Departure:** To allow the cottage to be prepared and cleaned by departing guests, the cottage should be vacated by 12.00 hrs (at the latest) on the day of departure. In addition to the infection control measures which are required of guests (see Page Two), Please let us know of any damage, breakages or equipment failures.

Occasionally, transport links to the island are disrupted. Where possible we will try to provide accommodation at the cottage for departing guests. A nightly charge of 15% of the weekly rate will apply. Please note, this is not always possible and therefore we will assist you where we can, to find alternative accommodation.

**Booking Deposit:** Following our receipt of a booking enquiry and assuming the cottage is available, a 15% booking deposit will be immediately payable by bank transfer. Deposits will not be refunded where (a) guests fail to tender the full rental charge by the due date or (b) guests cancel their booking or (c) guests fail to implement the infection control measures we have detailed on Page Two.

**Rental Charge:** The rental charge must be paid by bank transfer, no less than eight weeks before the guest's arrival date. Guests failing to do so will not receive a booking deposit refund and the booking will be cancelled. If the booking is made within eight weeks of arrival, the full balance of the rental charge and the booking deposit will be immediately payable by bank transfer.

Occasionally guests overlook the booking payment date. In such circumstances and if the cottage has not subsequently been re-booked, the original booking may be reinstated at our discretion. In such circumstances, the rental charge must be paid in full, immediately and by bank transfer.

**Linen:** Duvets and Pillows are all supplied. Bed linen, towels and dish towels for guests use during their stay are NOT included in the rental charge. Linen is available to hire locally at Yellow Hare, conveniently located near the Ferry Terminal.

**Cleaning:** The cottage will be let ready for use. In common with many holiday lets on the Island of Tiree, due to significant challenges in obtaining cleaning services, and the short changeover after Ferry arrivals /departures guests will be expected to leave the cottage clean and ready for the next visitor. This should be on an "as you would like to find it" basis. A returnable deposit of £50 will be charged which will be returned once the cottage is confirmed to be appropriate for use of the next guests.

**Refuse collection:** There are refuse and recycling bins outside the house. Please do not put items directly into the bins but put landfill and recycling into separate black bags for our collection. Do NOT place the wheelie bins at the roadside for council collection. Please do not leave rubbish in sacks beside external bins as these will be at risk from wildlife /weather and adversely affect our natural environment.

**Pets:** Well behaved pets are welcome (two animals max) at no charge. However it is requested that they are not permitted on furniture and are confined to the hall, living room and kitchen as future guests will not appreciate any evidence of animals in bedrooms from a previous rental.

Please also respect the rural nature of the island. Livestock are often to be found in both fenced **and** unfenced areas and pets should be controlled accordingly. We also ask that you clean up after your pets.

**Smoking:** We regret we must insist on a **No Smoking** policy both inside the cottage and within the confines of the garden boundaries.

**Heating costs:** All heating and electricity costs are included within the rental charges.

**Terms & Conditions:** We reserve the right to vary the Terms and Conditions. However, if you feel any changes to the Terms and Conditions are not acceptable to you, you may cancel your booking and you will receive a full refund of your deposit and rental where such have been tendered.

Guests are reminded that they will be fully liable for any damage, loss or breakages which occur during their stay and consequently they may be pursued for compensation where loss is incurred by the cottage owners as a result of guest's actions or behaviour.

# *Sunnyville Cottage*

## **CORONAVIRUS POLICY:**

The outbreak of Coronavirus presents us with a new set of management issues. We take our responsibilities to our guests, The Tiree community and ourselves very seriously. In this regard we have sought to adopt a series of protocols promoted by the Association of Scotland's Self Caterers which we believe accords with current best practice to manage Coronavirus related risks. The ASSC advises that the protocols are based on guidance from the Health and Safety Executive, World Health Organisation, and the National Health Service, amongst others. However, they emphasise that the protocols can be considered as guidance only because these agencies have not endorsed them.

The ASSC clearly state in their documentation "This is guidance only, and we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the content provided for any purpose". Consequently, we ourselves are bound by these limitations and are unable to guarantee the absence of the virus from the cottage, its grounds or the surrounding area. Therefore, any reliance you place on this guidance is strictly at your own risk.

Guests are made aware that Tiree has an older demographic than the rest of the UK and therefore attracts higher virus related risks than that faced by the general UK population. In addition, the island has limited medical facilities which could quickly become overwhelmed in the event of a serious outbreak. If you are in any doubt, at all, about potential symptoms you or your party may have, do not travel. By travelling to the island we will consider that you have declared that to the best of your knowledge and belief, you and all in your party, are neither suffering from, nor a carrier of, Coronavirus. The cottage is let to you on this strict understanding.

Guests are asked to note that shortly after their departure, the cottage will be occupied by guests with a subsequent booking. Whereas, we would not previously have looked to guests to undertake specific tasks before departure, it will now be necessary to do so in the interests of the health and safety of others. Departing guests are therefore **required** to:-

- Leave one window in each room (not stairwell) open prior to departure. This will help to ensure that any airborne virus, if present, is purged or at least reduced within the property. Please use the weighted bags provided to ensure the bedroom windows are not damaged by the wind. Internal doors are to be left wide open and held there using the plastic wedges provided.
- The kitchen and toilet bins should be emptied. Please empty the toilet bin into the kitchen bin liner and use the ties to ensure the liner is fully closed and place it and its contents into the green bin at the side of the house. Do not replace the kitchen bin liner.

Should you develop symptoms during your stay, please confine your whole party to the cottage and **TELEPHONE** the local medical practice and ourselves immediately you have any concerns. If you are required to isolate at the cottage we will need to know as soon as possible to cancel and refund the bookings which follow your own. We regret that we will have to levy the rental(s) applicable during your quarantine at the cottage and any other costs which we ourselves incur as a result of your quarantine. We strongly recommend you consider purchasing travel insurance in this regard.

Where the situation described in the previous paragraph arises, we reserve the right to cancel any following bookings at very short notice. In such circumstances guests with a cancelled booking will receive a full refund of their deposit and rental charge. We cannot however accept any liability for any consequential losses which clients incur as a result of such of events which are out with our control.

It is hoped to relax these requirements as time progresses. However we believe this to be a responsible approach which will help to allay concerns and allow you to enjoy a relaxing holiday.